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## TROUBLESHOOTING

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## SYSTEM ERROR MESSAGES

The MDS System currently has a limited number of possible system error messages and only one that causes an error message window to appear. You may experience error messages or warnings from other software used in association with the MDS System. For those types of messages you should refer to the appropriate software manuals. The only occurrence of an error message window is when you enter an invalid user name and password. The message will indicate authorization has failed and ask if you wish to retry. You can point and click on **OK** to try again or **Cancel** to discontinue the login process. If repeated attempts at entering your user name and password fail, contact the State Agency System Administrator for assistance.

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## TROUBLESHOOTING

Should a problem arise, you should initially review the troubleshooting information provided in the Frequently Asked Questions (FAQ) option from the CMS MDS Main Menu, the Validation Report Messages and Description Guide, online Windows or Netscape Help, or the software and hardware manuals provided by the vendors. When possible, you should attempt to determine the nature or source of a particular problem so that you can contact the correct person for assistance. It may be helpful to write a detailed description of the problem, regardless of whether you are sending an email or calling for assistance.

**Hardware Problems**      Contact either the vendor from whom the hardware component was purchased or the manufacturer.

Example(s): The system will not boot. The modem does not respond.

**Software Problems**      Given the various software you will be using, it may be difficult to determine the source of a software problem. If you can determine the source, you should seek assistance as follows:

- For assistance with the MDS System, you should contact the State agency system administrator. If you are able to gain access to the MDS System, this person should be listed in the Points of Contact option from the CMS MDS Welcome Page.

Example(s): Waited over an hour after selecting send for an Initial Feedback Report.

- If the problem appears to be in the Windows or Netscape, contact either the vendor or manufacturer of the software.

Example(s): An error message appears that doesn't have any corresponding explanation in the applicable software manual.

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- If the problem appears to be in the MDS encoding software, you should contact your MDS software vendor.

Example(s): File submission is continually rejected.

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## ACRONYMS

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CASPER ..... Certification And Survey Provider Enhanced Reporting  
 CDROM ..... Compact Disc Read-Only Memory  
 CMS ..... Centers for Medicare & Medicaid Services  
 DB ..... Database  
 dd ..... Day  
 DOS ..... Disk Operating System  
  
 FACID ..... Facility Identifier  
 FAQ ..... Frequently Asked Questions  
  
 hh ..... Hour  
  
 ID ..... Identification  
 IP ..... Internet Protocol  
  
 Kbps ..... Kilobits per second  
  
 LTC ..... Long Term Care  
  
 MB ..... megabyte  
 MDCN ..... Medicare Data Communications Network  
 MDS ..... Minimum Data Set  
 MHZ ..... Megahertz  
 mm ..... Month or Minutes  
  
 PC ..... Personal Computer  
  
 RAM ..... Random Access Memory  
 RAP ..... Resident Assessment Protocol  
 RUG ..... Resource Utilization Group  
  
 ss ..... Seconds  
  
 URL ..... Uniform Resource Language  
  
 WWW ..... World Wide Web  
  
 yyyy ..... Year

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